

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: <http://www.qwest.com/texan-ng/>

Service Area: Voice

Category: Toll Free

IP (Internet Protocol) Toll Free

CenturyLink IP Long Distance offers the ability to receive 8XX toll-free calls from a CenturyLink Voice over Internet Protocol (VoIP) network from the PSTN.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request

3 Business Days

Installation Interval (up to DS3)

22 Business Days

Installation Interval (DS3-OC3)

45 Business Days

Disconnect Interval

30 Business Days

Service Term

12 Months

NOTE: DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

100% monthly

Mean Time to Repair (MTTR)

4 Hours / Instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

With the exception of the fully bundled package offering, the customer will need to provide:

- a) routing equipment with the ability to process IP traffic with different levels of QOS (Quality of Service).
- b) Dedicated T1-IP
- c) Demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

CenturyLink IP LONG DISTANCE (IPLD) PRICING

IP LD	To Dedicated	To Off-Interstate	To Off-Interstate
Outbound	\$0.0000	\$0.0112	\$0.0224
Toll-Free	\$0.0000	\$0.0112	\$0.0336
IP SIP LD	MRC	NRC	
Flat Local Session	\$22.40	Waived	
TN Fee per TN	\$0.22	Waived	
Remote DID	\$0.56	Waived	
SIP Refer per session	\$1.40	Waived	
Listing	\$1.34	Waived	
VoIP Switch Diversity	\$100.80	Waived	
Interconnet	\$3,360.00	Waived	
QoS per service instance	\$67.20	Waived	

Internet Protocol Toll-Free (IPLD) Service

IP LD (Toll-Free) Service is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.